

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 HISTORY JW MARRIOT PHU QUOC



Figure 2. 1. JW Marriot Phu Quoc

Gracing the southern tip of Vietnam’s Phu Quoc Island is Bai Khem, one of the tropical haven’s most alluring beaches. Hills canvased in the jungle rise behind cordial palms, leading to the island’s craggy interior. After years spent pouring over historical records, the abandoned institution was revamped as the JW Marriott Phu Quoc Emerald Bay Resort & Spa, a mouthful to say, but arguably the island’s most luxurious hotel. What was once a 19th-century French university has been reimagined as an eclectically-themed, lavish beachfront playground, boasts the hotel website. The French never constructed an elaborate university on Phu Quoc. The resort, designed by Bill Bensley, is inspired by a mythical academy of learning with each building is built after a faculty, so even within the same category, the rooms will look different based on its building. More specifically, as the story goes, the mythical Lamarck University or Lam U was named after the French scientist Jean Baptiste Lamarck and was devoted to the study of all things natural until it was closed in 1975. Fortunately, Lam U has been resurrected to her

former glory by the vigorous entrepreneurs of Vietnam's Sun Group and the starchitect, Bill Bensley in the form of JW Marriott Phu Quoc Emerald Bay.

Representatives from JW Marriott Phu Quoc Emerald Bay Resort & Spa have declined to comment on this story. "Apart from the fact that misleads potential visitors, the real pity is that the tourist juggernaut has shown no interest whatsoever in Phu Quoc's real history and heritage," says Tim Doling, a Ho Chi Minh City-based historian and author of an anthology of books that explore Vietnam's layered past. Doling laments that there seems to be no apparent reference to what makes Phu Quoc historically significant, such as jet stone mines, pepper and vanilla plantations, coconut farms, and the island's vernacular architecture. "The hotel is inappropriate and insensitive," says Bien Nguyen, a Hanoian that visited Phu Quoc in June 2021 but decided on principle not to stay at the JW Marriott". Nearby is the Phu Quoc Prison, where Vietnamese people were killed by the French during the colonial era and then America-backed South Vietnam during the war. The rejection of Phu Quoc's history and heritage is a common trend on the island. While the JW Marriott's story has little to do with Phu Quoc, other property designs have nothing to do with Vietnam. Phu Quoc United Center, a colossal entertainment complex, has a sickly replica of Venice's Grand Canal, with terraced pastel houses and bow-shaped bridges in the north of the island.

2.2 FACILITIES

2.2.1 Room

JW Marriot has 244 suites and include villas are spread throughout different wings, giving guests the experience of being in their own dedicated section of the resort. Playing on the concept of academia, the accommodation wings are named after different academic departments.

Taking full advantage of the idyllic views, all rooms and suites are ocean-facing and include a spacious balcony with sofa seating.

Room in JW Marriot have 10 type variant: Emerald Bay Room with *Garden View*, Emerald Bay Room with *Bay View*, Room Le Jardin, Rue de Lamarck Suite, Deluxe Emerald Bay Seafront Room, Deluxe Emerald Bay Front Room, Turquoise Suite, Villa 01 bedroom, Villa 3 bedrooms, Lamarck House.

2.2.2 Restaurant

1. Tempus Fugit (TF)

The resort's main restaurant is a dining theatre Tempus Fugit. In here featuring 3 different dining concepts: Vietnamese and Japanese and Western kitchen. The capacity of this venue is 500 people.

Open hours: Everyday 07.00 am – 22.30 pm, In room dining 10.30 am – 00.00 am

2. Pink Pearl

Pink Pearl was once a luxurious pink mansion fine dining with French set menu, where all the most luxurious and stylish dinner. The capacity its only for 30 people.

Open hours: Tuesday – Saturday 18.00 pm – 22.00 pm

3. Red Rum

Red Rum is a restaurant cum bar located right on the fine white sand with endless views towards the beautiful beach. The type of this

restaurant is fusion *Middle East* like Mexico and Peruvian, concept of this restaurant is miniature paradise, guests can enjoy a pleasant lunch and dinner dine in or in pool side with their own cocktail. The capacity this restaurant is around 100 people.

Open hours: Everyday 11.00 am – 16.00 pm , 18.00 pm – 21.00 pm

4. French & CO

French & Co is designed as a French coffee shop, this place is considered as a cake paradise with a wide selection of cakes, breads, sandwiches, ice cream, and snacks alongside delicious gourmet coffees or famous teas. Afternoon tea is served daily. The capacity 30 people.

Open hours: Everyday 11.00 am – 18.00 pm

5. Department Of Chemistry Bar (DOC)

The Bar located in the Resort has a unique design, located hidden in a small alley. Allow the skilled chemists at the Department of Chemistry Bar to create a beautifully concocted potion while you enjoy tasty tapas, drinks, wine and Emerald Bay views. The capacity of this venue is 90 people.

Open hours: Everyday 16.00 am – 23.00 pm

2.3 OCCUPANCY RATE

First of April JW Marriot has many kind of banquet like Indian wedding in a row, some company event. When Vietnam have public holiday on 30 April – 1 May (Liberation day of south Vietnam and international labor day) so JW Marriot have usual breakfast buffet and also have special buffet dinner. June have

corporate event and wedding, also every month JW Marriot always have special dish for chairman.

July - August low occupancy but still serve for chairman and have private wedding, JW Marriott always have romantic dinner every month, so this month like a usual but not really crowded so JW Marriott focus to make a new dish each station.

2.4 KITCHEN HIERARCHY

2.4.1 Kitchen Brigade

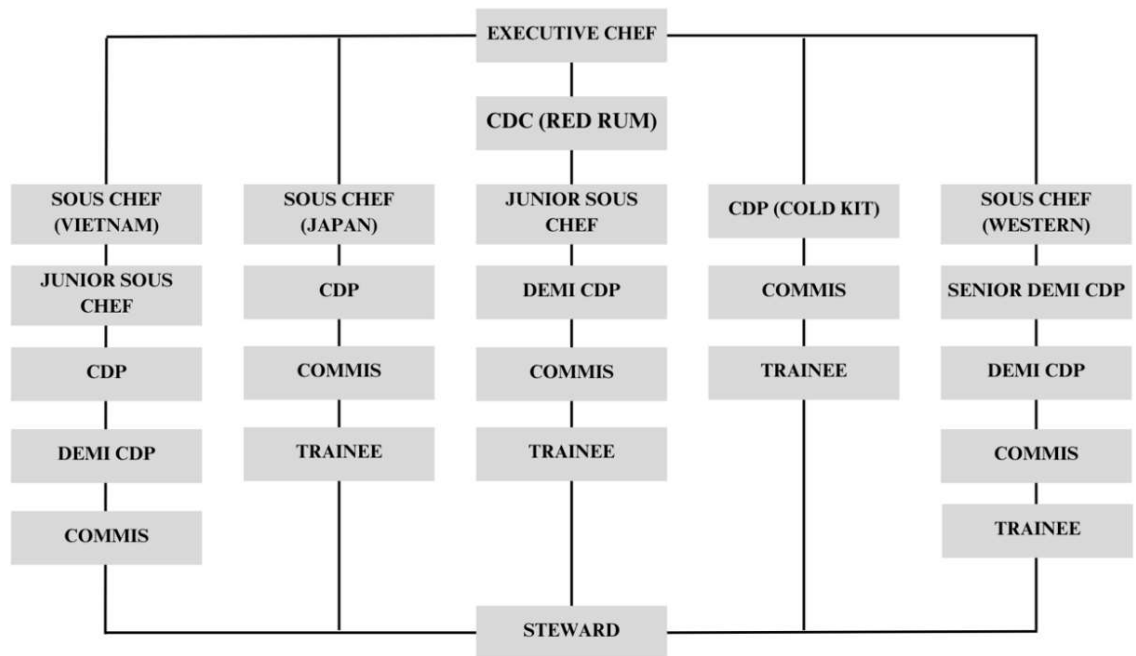


Figure 2. 2. Kitchen diagram

2.4.2 Job Description

Executive Chef

- Control and solve problem in the kitchen
- Make sure all the staff follow the standard of using uniform and follow the hygiene standard when directly touch food
- Evaluation briefing for all the staff for make good performance in kitchen
- Maintaining the kitchen and surrounding areas in conditions that meet the company standards and health code regulations
- Developing unique and cuisine-appropriate menus
- Assisting and directing kitchen staff in meal preparation, creation, plating and delivery
- Collaborating with the Restaurant Manager to set item prices and new menu

Chef De Cuisine (CDC)

- Responsible for creating menus
- Designing corresponding recipes
- Supervising the preparation of those recipes
- Manages all kitchen staff, including dishwashers
- Monitors kitchen inventory, places orders, monitors equipment maintenance and condition, and ensures that a kitchen operates within health and food safety standards.

Sous Chef

- Supports the main chef in cooking and kitchen management activities.
- When Head Chef is absent, Sous Chef is the person with the highest authority,
- Directly managing and supervising kitchen activities.
- Manage stock control and rotation.
- Complete audit and quality standard documentation.
- Assist in the planning of menu's and orders
- Maintain a high standard of hygiene and cleanliness in the food preparation and service areas at all times
- When have chairman, sous chef must prepare the menu and explain inside the ingredient to chairman

Junior Sous Chef

- Same responsibilities and obligations as the Chef, but one level lower.
- During Head chef or Sous Chef , Junior Chef will be responsible for managing and making decisions on behalf of the Chef in the kitchen area.
- Directs food preparation and collaborates with executive chef.
- Helps in the design of food
- Produces high quality plates, including both design and taste.
- Oversees and supervises kitchen staff.
- Assists with menu planning, inventory, and management of supplies
- Support when have chairman

Chef De Partie (CDP)

- understood as the head of the shift or the leader of the shift
- Considered an effective supporter for the Chefs to coordinate personnel and work in the Kitchen area smoothly.
- In charge of cooking the group of dishes according to the chef's distribution,
- Responsible for hygiene and occupational safety as well as operating standards and skills in the kitchen group assigned.
- Orders at the kitchen area in charge.
- Making new menu
- Training new staff

Senior Demi Chef De Partie (Senior CDP)

- Supervise the smooth running of operations in one of the sections.
- responsible to taste standards but also in terms of procurement of ingredients
- control in the kitchen station
- Follows the instructions to complete the daily tasks.
- Responsible to supervise commis.
- Able to estimate the daily production needs and checking the quality of raw
- Carry out any other duties as required by management.

Demi Chef De Partie (Demi Chef)

- Responsible for assisting the chef in coordinating daily work in the kitchen,
- Assigning and scheduling kitchen staff, kitchen assistants and training new employees when required.
- Assist the kitchen team leader in coordinating daily work
- Assigning shifts and assignments to subordinate positions
- Responsible for training new employees when required
- Manage work when the kitchen team leader is absent

Commis

- Prepare the ingredients in the dish according to the available recipe and make sure there is always enough for processing
- Prepare processing tools (knives, cutting boards, pans)
- Check and arrange the materials taken out or stored in the warehouse
- Preparation of ingredients according to the direction and guidance of superiors
- Report problems to superiors with problems with materials and tools
- Keep the kitchen area clean, including the processing and pre-processing areas, storage areas, and shelves
- Clean and preserve food processing tools and equipment and put them back in the right place
- Comply with regulations on food hygiene and safety
- Pack and store unused materials properly and in designated places
- Support Chefs
- Learn how to prepare dishes and recipes
- Perform assigned tasks

Trainee

- Prepare food to recipe specifications in a timely manner
- Perform opening, closing, and side work duties as instructed
- Keep workstation and cooking equipment clean, organized, and sanitized
- Make sure food temperatures are maintained and food is stored properly
- Maintaining the kitchen while working under the direction of the senior Chefs
- The individual at work stores supplies, cooks food as per Commis or cdp instructions and maintains cleanliness in the kitchen
- Ensure compliance with food safety standards
- Follow and uphold all health codes and sanitation regulations
- All other duties assigned
- Responsible for the preparation of high-quality food in a timely, efficient, sanitary and consistent manner.
- Maintaining the organizational ability to identify and act on job duties quickly and effectively.

Steward

- Responsible for ensuring the cleanliness of food preparation areas, the kitchen, and items such as bowls, plates, etc
- Helps manage a restaurant or bar and keeps it clean and hygienic
- May assist with dishwashing and help other employees perform their job
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2.5 PERSONAL HYGIENE & SANITATION

2.5.1 Personal Hygiene SOP



Figure 2. 3. Personal hygiene

The job of a chef is a job that really needs to be extra focus, because chef direct contact with the food that made, therefore the kitchen has hygiene regulations such as:

- Wearing uniform properly, must clean and follow the standard of using (griffin, name tag, tie, apron, hat, shoes chef)
- Before touch or make the food must wash hand properly, wash hands frequently
- Don't taste the food by tongue
- Always use gloves when handling raw and cooked food.
- Keep your hair tied and cover it with hair net or hat
- Keep your fingernails short and clean (not use nail polish)
- Avoid use jewelry when working (ring and earring)
- When the staff working and feels sick use mask, also when sneezing or coughing should have the distance from food area

- Injuries in hand must be properly protected and covered by bandages and gloves.

2.5.2 Personal Grooming Standards



Figure 2. 4. Service note

Grooming is the combination of style and discipline. It is to project an image of organization's culture and ethics to our esteemed costumers which is our guests. Grooming standards starts with using a hat to prevent hair to fall off. Long and short hair is allowed but for long hair, it needs to be tied up. For grooming chef standards, the most emphasized is cleanliness. Because the chef is the person who will make the food for the guests, personal hygiene will have an impact on the cleanliness of the food to be served. The following are grooming standards for employees in the chef field:

- For the woman employee should wearing a simple make up for look so fresh

- Avoid to colouring hair, in kitchen must have black different case if have unique natural colour like blonde
- Must bring note book to write the recipe, avoid using phone because sometimes chef in kitchen don't like the staff open handphone
- After finish shift, all the staff must give back the uniform to the laundry room don't keep it or forget in locker
- Friendly attitude, saying hello (greeting), speaking politely (polite), welcoming guests also the standards of personal grooming in JW Marriott
- Always keep service note in uniform's pocket

2.5.3 Sanitation SOP

Basically in JW Marriot the staff should clean everything frequently when kitchen look so dirty. Every 3 days every staff each station change the food label in chiller and do as well as cleaning food containers and chillers by towel with sanitation water, wipes outside of the chiller and all the containers *a la carte*. Every employee end the shift they should closing and clean all the tools and station, vice versa if start the shift also have to re-check cleanliness.

This hotel also provides a special buggy for restaurants which are quite far away, like in room dining, fnb and kitchen especially *Redrum*. Before the staff finish shift, the staff must clean buggy (baggage of the buggy) and don't leave things in the buggy, for example ties, aprons or the others, if someone accidentally leave something, the staff will get a warning letter.

JW Marriott has hygiene officer that always check every week, and has audit (inspection of company financial and hygiene to ensure the hotel success) check once in 2 months. When the audit come kitchen department every restaurant must deep cleaning every part of kitchen like storage, dry storage, standing and walking chiller, dish storage, cutting board storage. Hygiene officer always control it and give extra steward for help the staff in kitchen alternately.



Figure 2. 5. Cleaning buggy

Before end the shift should get back the container to commissary and clean it.



Figure 2. 6. Deep cleaning kitchen

Deep cleaning for audit, remove everything in chiller and clean with sanitation water.



Figure 2. 7. Deep cleaning walking chiller